



VISION

CNSC as a Premier Higher Education Institution in the Bicol Region.

MISSION

The Camarines Norte State College shall provide higher and advance studies in the field of education, arts and science, economics, health, engineering, management, finance, accounting, business and public administration, fisheries, agriculture, natural resources development and management and ladderized courses. It shall also respond to research, extension and production services adherent to progressive leadership towards sustainable development.

QUALITY AND ENVIRONMENTAL POLICY

We, at the Camarines Norte State College, aiming to become a Premier Higher Education Institution in the Bicol Region, are committed with utmost care of the environment in providing excellent services in instruction, research, production and extension that are responsive to the satisfaction of our students and other stakeholders.

To achieve these, we shall implement an internationally recognized integrated management system in our operations, processes and services shall:

- comply with applicable statutory and regulatory requirements, the mandates of the College and relevant needs and expectations of our students and other stakeholders, and the requisites of our quality and environmental management system;
- delight our students and other stakeholders by providing value-adding experiences to become well-rounded and more competitive future leaders in the midst of global issues;
- protect the environment and prevent pollution by optimizing the use of electricity, paper, water, and other resources and adopt the safe and responsible methods of reduction, reuse, recycling, and proper disposal of wastes;
- provide our employees support to grow and achieve their full potential in their respective fields, thereby sustaining a competent, motivated, engaging, and environmentally conscious workforce;
- develop and extend innovative technologies to our stakeholders contributing to the country's sustainable development; and
- establish objectives aimed at improving the efficiency of our operations, processes, and services for our college's growth and development.

We shall make this policy an essential part of our instruction, research, extension, and production services to ensure that it continuously provides us with strategic directions in improving our overall quality and environmental performance and our integrated management system.

CORE VALUES

- Quality and Performance
- Transparent and Efficient Service
- Partnership and Engagement

CERTIFICATE OF COMPLIANCE

Year: 2025

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **MARLO M. DE LA CRUZ, PhD., PECE**, Filipino, of legal age, **SUC President III** of the **Camarines Norte State College**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The Camarines Norte State College including its six (6) campuses has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2025, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

✓
✓
✓

- Citizen's Charter Information billboard
(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins)
- Citizen's Charter Handbook
(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
- Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);



Quality Management System
 ISO 9001 2015 Certified



www.cnscc.edu.ph



president@cnscc.edu.ph



facebook.com/cnsccfutureuni

VISION

CNSC as a Premier Higher Education Institution in the Bicol Region.

MISSION

The Camarines Norte State College shall provide higher and advance studies in the field of education, arts and science, economics, health, engineering, management, finance, accounting, business and public administration, fisheries, agriculture, natural resources development and management and ladderized courses. It shall also respond to research, extension and production services adherent to progressive leadership towards sustainable development.

QUALITY AND ENVIRONMENTAL POLICY

We, at the Camarines Norte State College, aiming to become a Premier Higher Education Institution in the Bicol Region, are committed with utmost care of the environment in providing excellent services in instruction, research, production and extension that are responsive to the satisfaction of our students and other stakeholders.

To achieve these, we shall implement an internationally recognized integrated management system in our operations, processes and services shall:

- comply with applicable statutory and regulatory requirements, the mandates of the College and relevant needs and expectations of our students and other stakeholders, and the requisites of our quality and environmental management system;
- delight our students and other stakeholders by providing value-adding experiences to become well-rounded and more competitive future leaders in the midst of global issues;
- protect the environment and prevent pollution by optimizing the use of electricity, paper, water, and other resources and adopt the safe and responsible methods of reduction, reuse, recycling, and proper disposal of wastes;
- provide our employees support to grow and achieve their full potential in their respective fields, thereby sustaining a competent, motivated, engaging, and environmentally conscious workforce;
- develop and extend innovative technologies to our stakeholders contributing to the country's sustainable development; and
- establish objectives aimed at improving the efficiency of our operations, processes, and services for our college's growth and development.

We shall make this policy an essential part of our instruction, research, extension, and production services to ensure that it continuously provides us with strategic directions in improving our overall quality and environmental performance and our integrated management system.

CORE VALUES

- Quality and Performance
- Transparent and Efficient Service
- Partnership and Engagement




Republic of the Philippines

CAMARINES NORTE STATE COLLEGE

F. Pimentel Ave., Brgy. II, Daet, Camarines Norte – 4600, Philippines

- Comprehensive and uniform checklist of requirements for each type of application or request;
 - Classification of service;
 - Type of transaction;
 - Who may avail;
 - Client steps and agency actions to obtain a particular service;
 - Person responsible for each step;
 - Processing time per step and total;
 - Fee/s to be paid per step and total, if necessary.
- Procedure for filing complaints and feedback;
 - Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - List of Offices
- The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.


MARLO M. DE LA CRUZ, Ph.D., PECE
SUC President III
Camarines Norte State College



Quality Management System
ISO 9001:2015 Certified



www.cnscc.edu.ph



president@cnscc.edu.ph



facebook.com/cnsccfutureuni